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QUESTION	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Response 7	Response 8	Response 9	Response 10	Response 11	Response 12	Response 13	Response 14	Response 15	Response 16
2021 Q1	WHAT ASPECT OF OUR ORGANIZATION DO YOU MOST APPRECIATE?	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
2021 Q2	WHAT IS THE MOST IMPORTANT ASPECT OF CUSTOMER SERVICE?	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
2021 Q3	WHAT IS YOUR LOCATION'S DESCRIPTION?	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	BB	CC

FIG. 2

FIG. 3

	Response ID	RESPONSE	QUESTION	SELECTION RATE
302	A	LOCATION	1	.03
303	B	GOODS AND/OR SERVICES OFFERED	1	.05
304	C	PROMOTIONS	1	.10
305	D	CUSTOMER SERVICE	1	.75
306	E	REPUTATION	1	.12
307	F	STORE LAYOUT	1	.22
308	G	NONE OF THESE	1	.5

WHAT ASPECT OF OUR ORGANIZATION DO
YOU MOST APPRECIATE?

408

LOCATION - 302

303
GOODS AND/OR SERVICES OFFERED -

304
PROMOTIONS -

308
NONE OF THESE -

FIG. 4

204
WHAT IS YOUR LOCATION'S
DESCRIPTION?

RURAL

URBAN

SUBURBAN

NONE OF THESE 508

FIG. 5

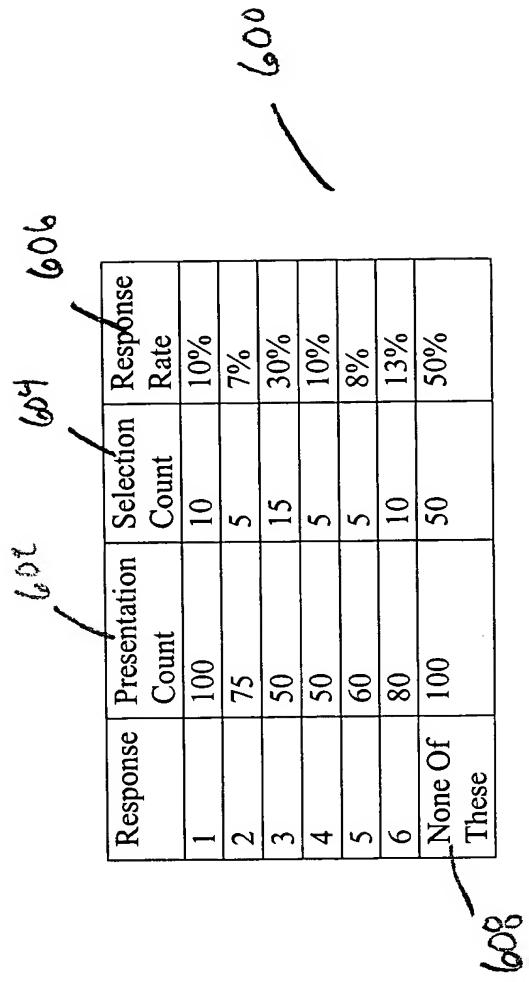


FIG. 6

Response	Raw Presentation Count	Raw Response Count	Response Rate	Selection Adder	Adjusted Presentation Count	Adjusted Response Count	Adjusted Response Rate
1	100	10	10%	6	100	16	16%
2	75	5	7%	4	100	9	9%
3	50	15	30%	17	100	32	32%
4	50	5	10%	6	100	11	11%
5	60	5	8%	4	100	9	9%
6	80	10	13%	7	100	17	17%
None Of These	100	50	50%	-----	100	7	7%

FIG . 7

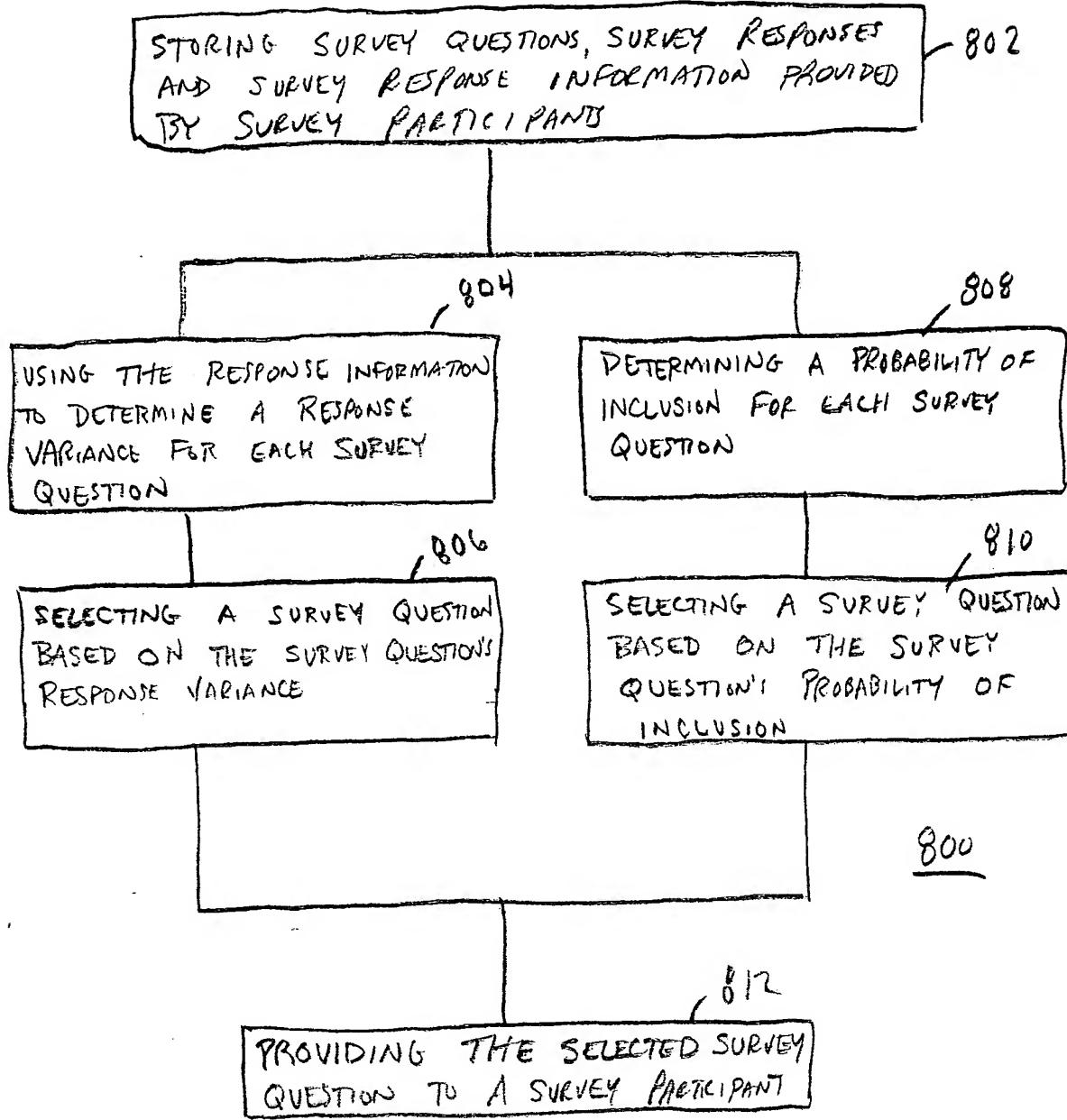


FIG. 8

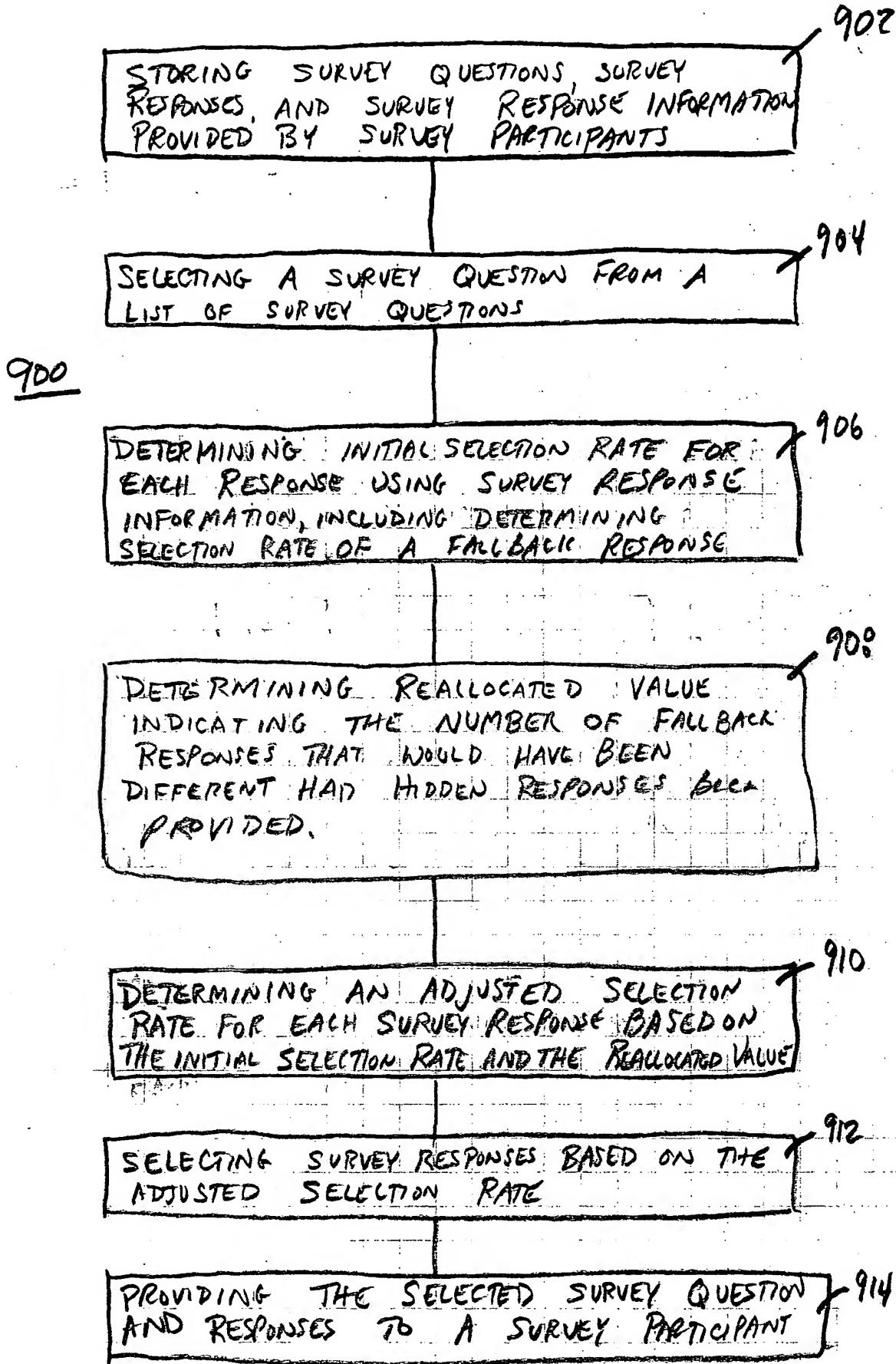


FIG. 9